

FIG. 4

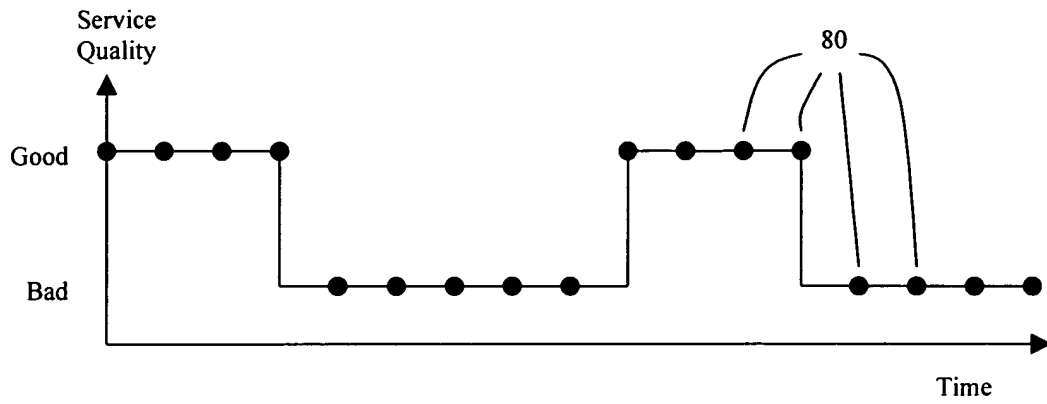


Fig. 5

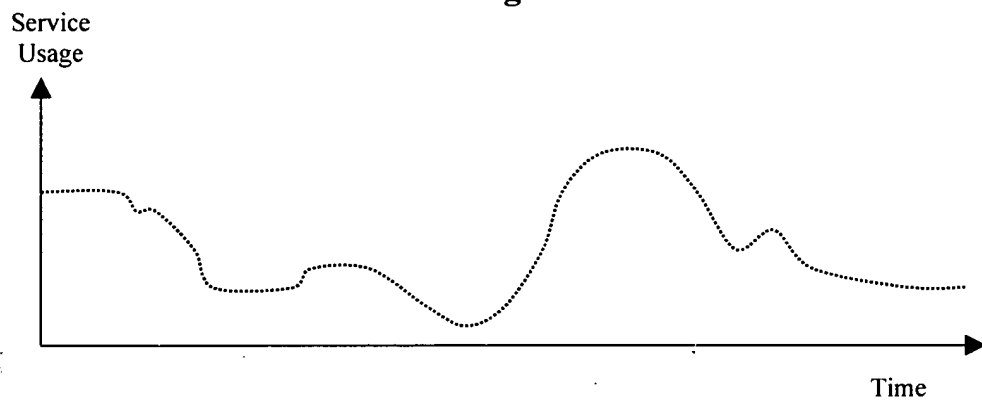


Fig. 6

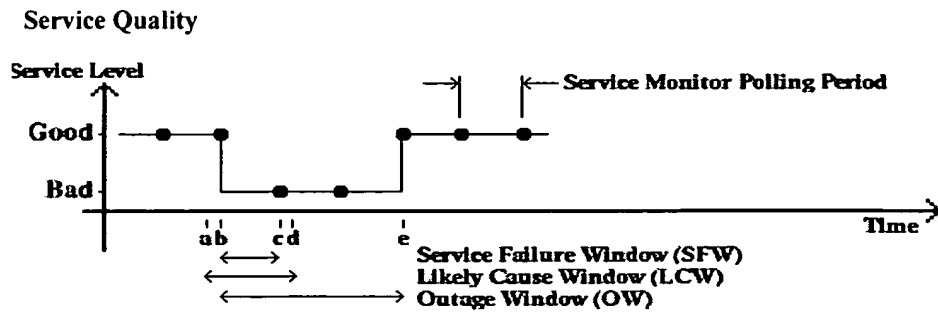


FIG. 7

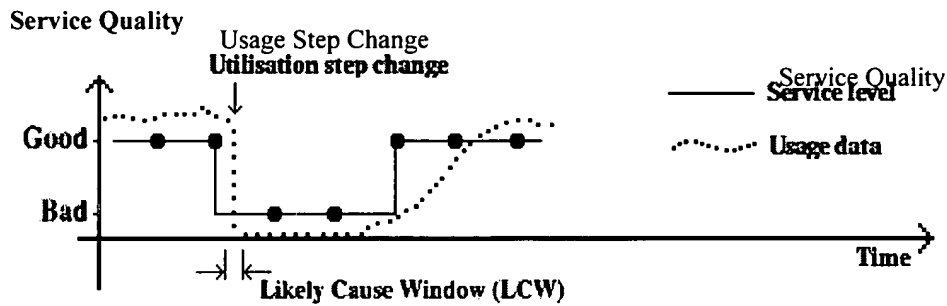


FIG. 8

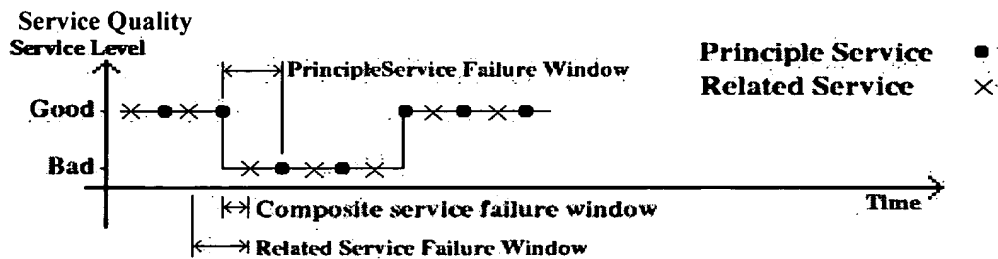


FIG. 9

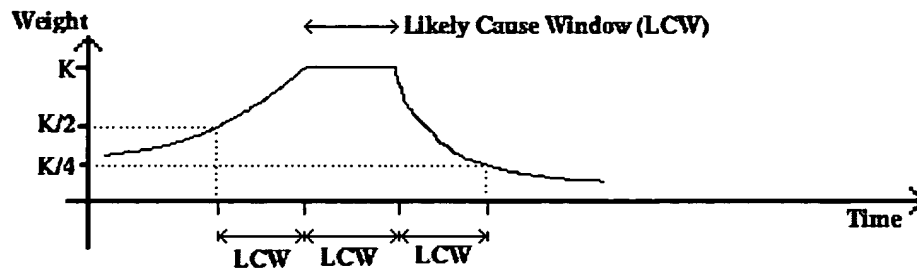


FIG. 10

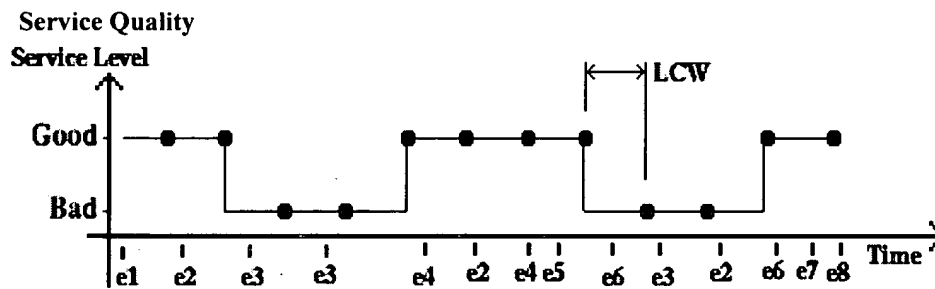
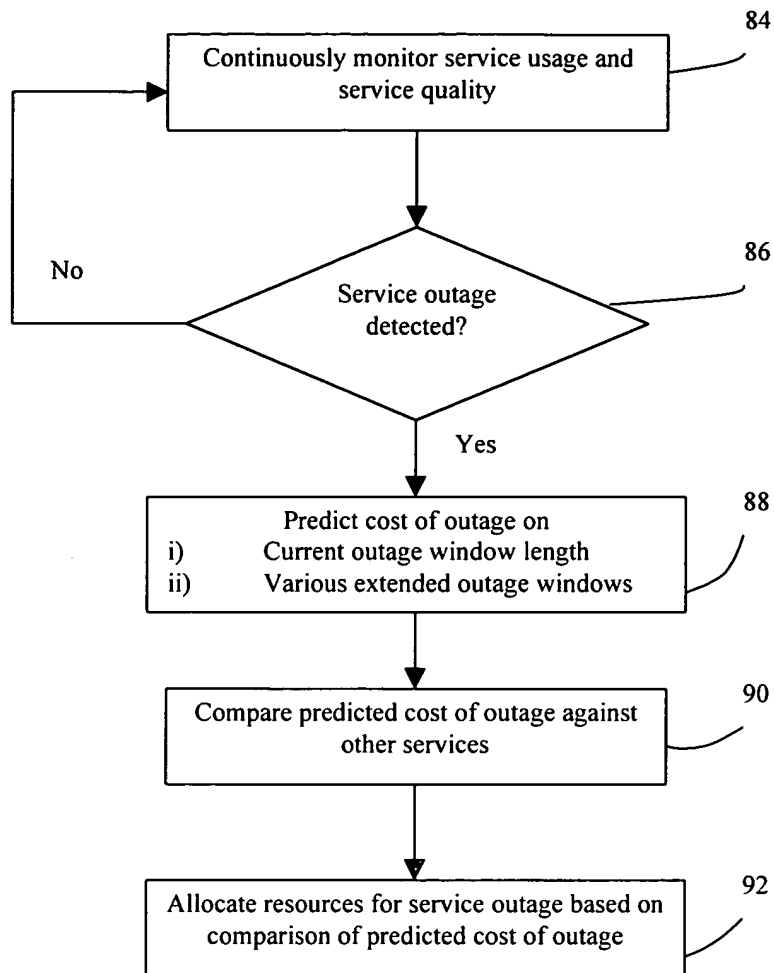


FIG. 11

Event	T(e)	FO(e)	PO(e)	U(e)	F(e)	P(e)
e3	2.11	1.00	4	1	8.44	0.5072
e6	4.00	0.50	2	1	4.00	0.2404
e2	1.24	0.25	2	4	2.48	0.1488
e5	2.61	0.50	1	1	1.31	0.0785
e4	1.38	0.25	1	1	0.34	0.0207
e7	0.07	0.50	1	1	0.03	0.0021
e1	0.06	0.50	1	1	0.03	0.0019
e8	0.02	0.50	1	1	0.01	0.0005
				Total:	16.64	1.0000

FIG. 12



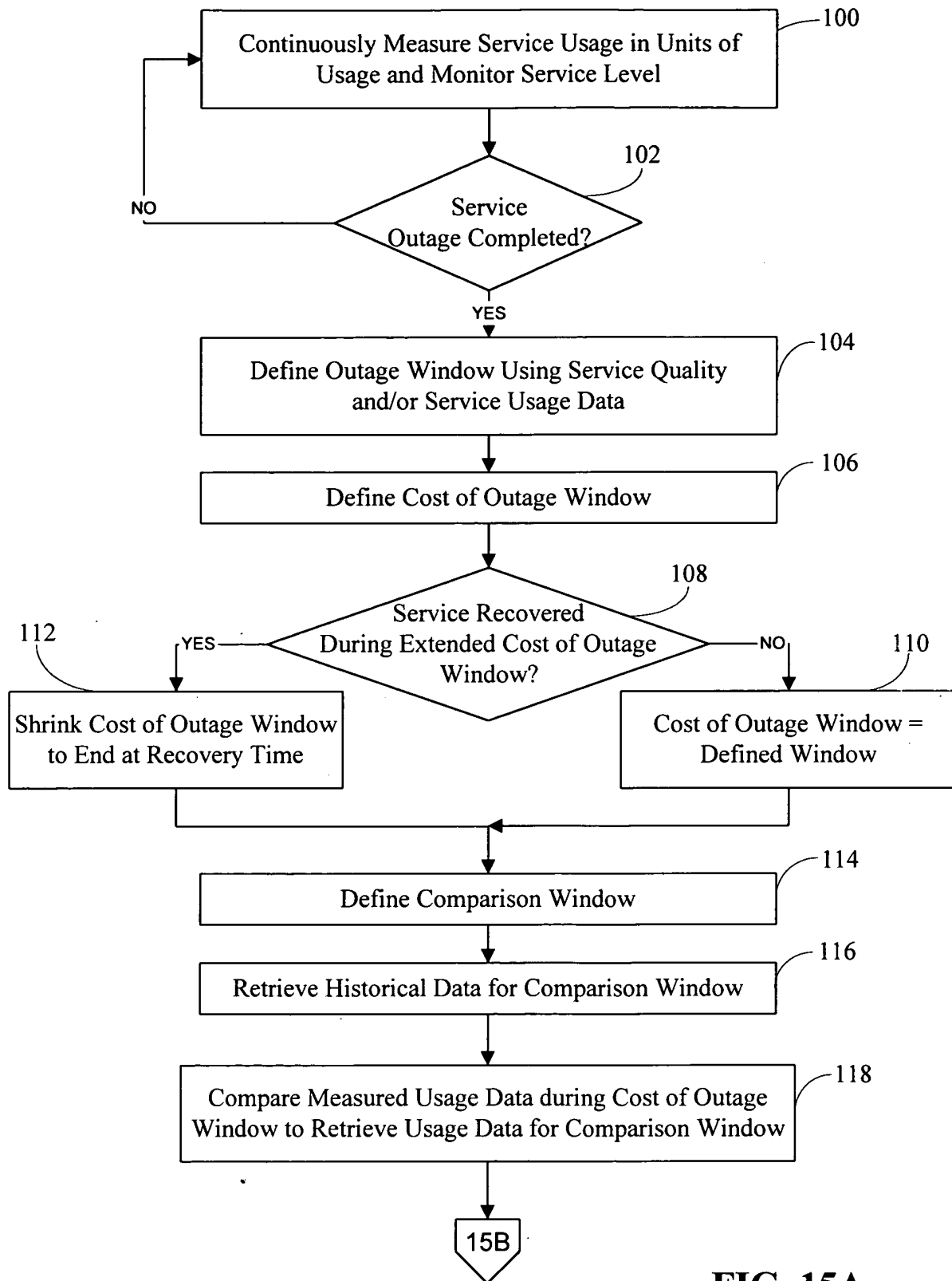


FIG. 15A

```
graph TD; 15B{{15B}} --> 120{Usage Data Substantially Equal?}; 120 -- NO --> 122[No Loss of Overall Service]; 120 -- YES --> 124[Measure Loss of Service]; 124 --> 126[Compare Service Usage beyond Cost of Outage Window to Normal Levels]; 126 --> 128[Detect Percentage Churn]; 128 --> 130[Convert to Cost Units];
```

FIG. 15B

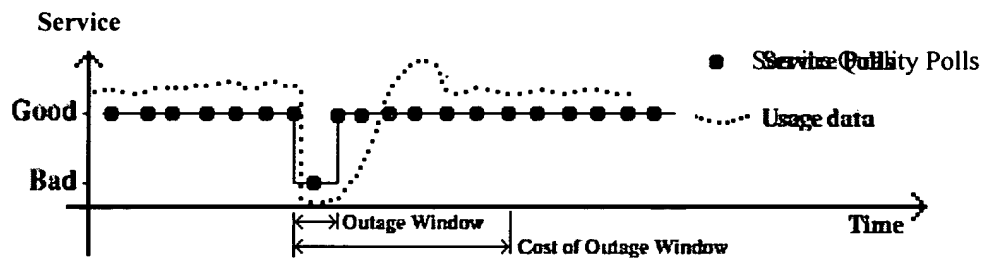


FIG. 16

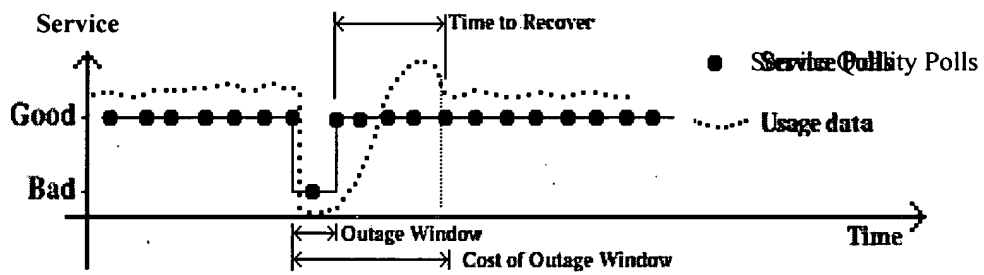


FIG. 18

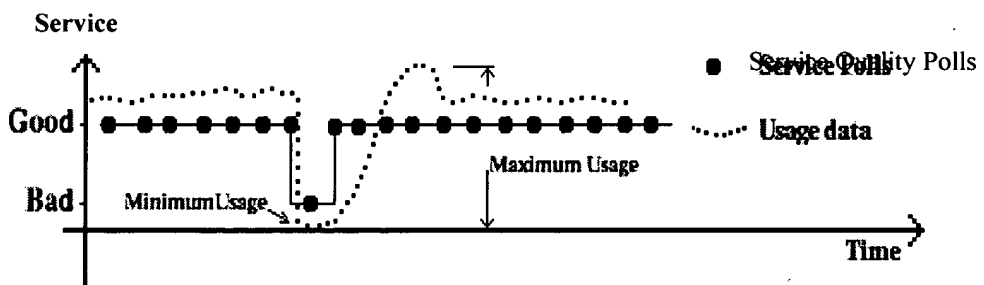


FIG. 19

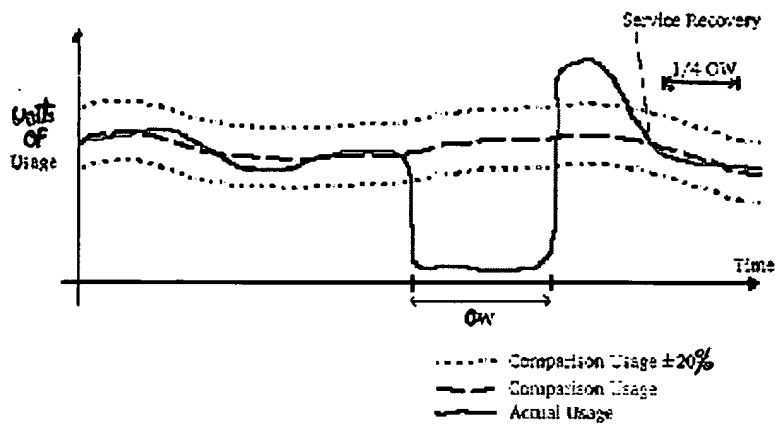


FIG. 17

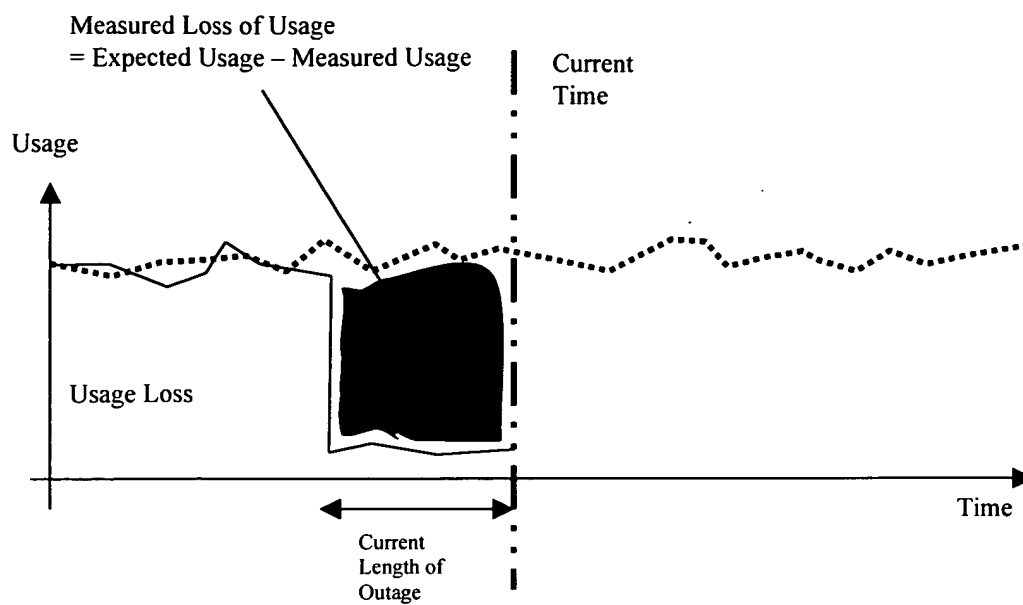


FIG. 23

Questions about the book can be directed to the author at john@johnmccain.com.



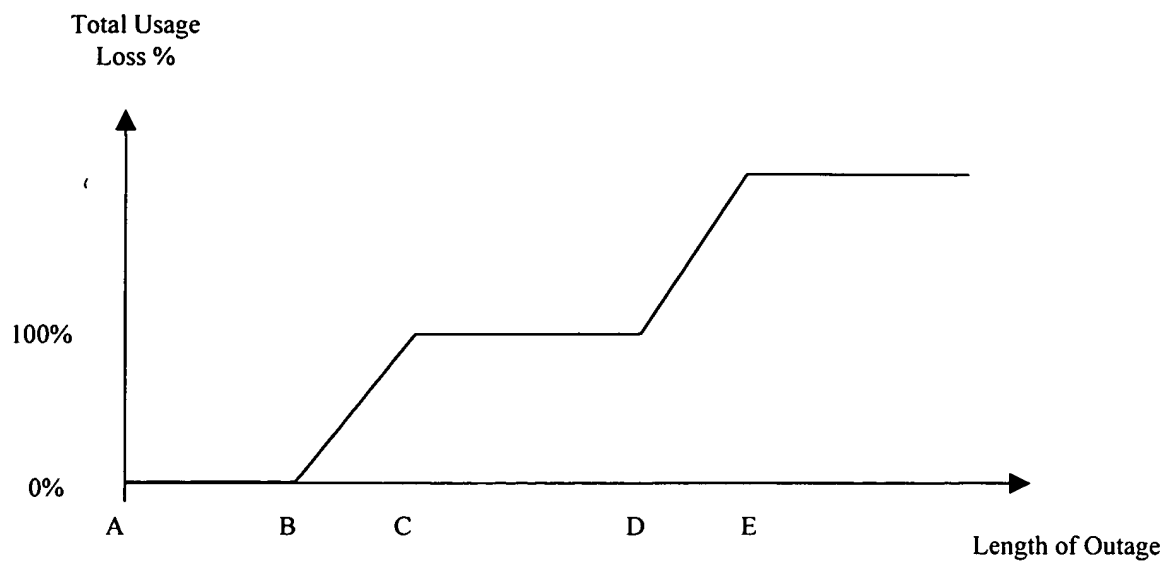


FIG. 25

No Loss $\boxed{A} = \boxed{B}$

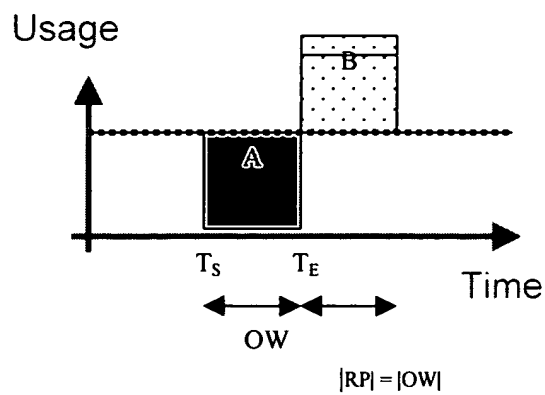


FIG. 26

- \boxed{A} Usage lost during outage
- \boxed{B} Usage gained / lost in recovery period

Loss $\boxed{A} > \boxed{B}$

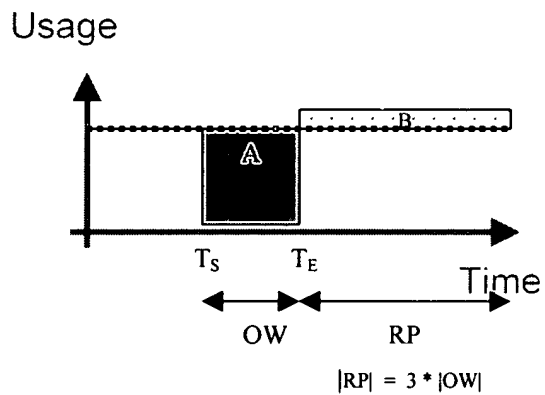
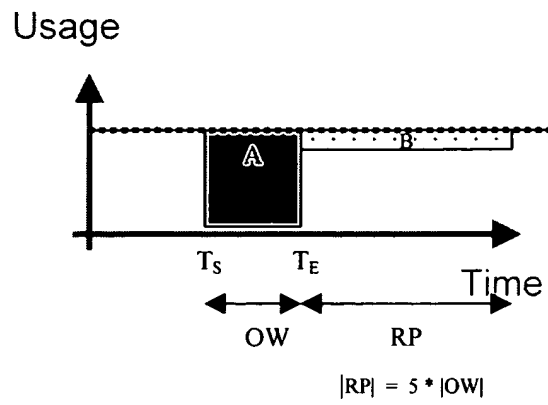


FIG. 27

- \boxed{A} Usage lost during outage
- \boxed{B} Usage gained / lost in recovery period

Loss A + B



A

B

Usage gained / lost in recovery period

FIG. 28